



# TORQ Analysis of Payroll and Timekeeping Clerks to Billing, Cost, and Rate Clerks

## INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Payroll and Timekeeping Clerks	43-3051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Billing, Cost, and Rate Clerks	43-3021.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

Grand TORQ:

91

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level			91	Level			92	Level			89
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Recognition	48	9	65	Reading Comprehension	67	3	73	English Language	51	6	70
Speech Clarity	44	5	65	Writing	63	3	73				
Problem Sensitivity	44	3	62	Active Listening	68	2	83				
Category Flexibility	44	3	56								
Number Facility	44	3	53								
Information Ordering	48	2	59								

LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Payroll and Timekeeping Clerks and Billing, Cost, and Rate Clerks.

## ASK ANALYSIS

### Ability Level Comparison - Abilities with importance scores over 50

Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks	Importance
Oral Comprehension	53	51	68
Oral Expression	57	50	68
Speech Recognition	39	48	65
Speech Clarity	39	44	65
Problem Sensitivity	41	44	62
Deductive Reasoning	50	42	62
Written Comprehension	55	48	59



Inductive Reasoning	44	41	59
Information Ordering	46	48	59
Near Vision	57	55	59
Category Flexibility	41	44	56
Mathematical Reasoning	48	41	56
Number Facility	41	44	53
Written Expression	44	42	50
Selective Attention	37	35	50

## Skill Level Comparison - Abilities with importance scores over 69

Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks	Importance
Active Listening	66	68	83
Speaking	61	60	77
Mathematics	60	48	74
Reading Comprehension	64	67	73
Writing	60	63	73
Time Management	63	53	70

## Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks	Importance
Clerical	79	74	81
English Language	45	51	70

## Experience &amp; Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks	Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	6%	0%	Post-Masters Cert	0%	0%
4-6 years	1%	11%	Master's Degree	0%	0%
2-4 years	32%	14%	Post-Bachelor Cert	0%	0%
1-2 years	25%	35%	Bachelors	8%	18%
6-12 months	17%	15%	AA or Equiv	3%	24%
3-6 months	5%	8%	Some College	28%	4%
1-3 months	1%	0%	Post-Secondary Certificate	16%	15%
0-1 month	0%	0%	High School Diploma or GED	41%	35%
			No HSD or GED	0%	1%



None

10%   13%

Payroll and Timekeeping Clerks

Billing, Cost, and Rate Clerks

## Most Common Educational/Training Requirement:

Moderate-term on-the-job training

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## Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

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Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

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## Tasks

## Payroll and Timekeeping Clerks

## Core Tasks

## Generalized Work Activities:

- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

## Specific Tasks

## Occupation Specific Tasks:

- Compile employee time, production, and payroll data from time sheets and other records.
- Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.
- Complete time sheets showing employees' arrival and departure times.
- Complete, verify, and process forms and documentation for administration of benefits such as pension plans, and

## Billing, Cost, and Rate Clerks

## Core Tasks

## Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

## Specific Tasks

## Occupation Specific Tasks:

- Answer mail and telephone inquiries regarding rates, routing, and procedures.
- Compile reports of cost factors, such as labor, production, storage, and equipment.
- Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing documents.
- Consult sources such as rate books, manuals, and insurance company representatives in order to determine



unemployment and medical insurance.

- Compute wages and deductions, and enter data into computers.
- Coordinate special programs, such as United Way campaigns, that involve payroll deductions.
- Distribute and collect timecards each pay period.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank statements.
- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

#### Detailed Tasks

##### Detailed Work Activities:

- compile data for financial reports
- compute financial data
- compute taxes
- enter time sheet information
- fill out business or government forms
- maintain balance sheets
- maintain records, reports, or files
- prepare reports
- prepare tax reports
- process payroll documents, records, or checks
- reconcile or balance financial records
- use computers to enter, access or retrieve data
- use oral or written communication techniques

#### Technology - Examples

##### Accounting software

- Intuit Quicken software

specific charges and information such as rules, regulations, and government tax and tariff information.

- Contact customers in order to obtain or relay account information.
- Estimate market value of products or services.
- Keep records of invoices and support documents.
- Operate typing, adding, calculating, and billing machines.
- Perform bookkeeping work, including posting data and keeping other records concerning costs of goods and services and the shipment of goods.
- Prepare itemized statements, bills, or invoices; and record amounts due for items purchased or services rendered.
- Resolve discrepancies in accounting records.
- Review compiled data on operating costs and revenues in order to set rates.
- Review documents such as purchase orders, sales tickets, charge slips, or hospital records in order to compute fees and charges due.
- Track accumulated hours and dollar amounts charged to each client job in order to calculate client fees for professional services such as legal and accounting services.
- Type billing documents, shipping labels, credit memorandums, and credit forms, using typewriters or computers.
- Update manuals when rates, rules, or regulations are amended.
- Verify accuracy of billing data and revise any errors.

#### Detailed Tasks

##### Detailed Work Activities:

- answer customer or public inquiries
- compile data for financial reports
- complete patient bills
- compute financial data
- detect discrepancies on records or reports
- ensure correct grammar, punctuation, or spelling
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- maintain account records
- maintain balance sheets
- maintain inventory of office forms
- maintain records, reports, or files
- operate business machines
- prepare billing statements
- prepare cost estimates
- prepare reports



## Compliance software

- BSI ComplianceFactory

## Data base user interface and query software

- Data entry software
- Microsoft Access

## Electronic mail software

- Email software
- Microsoft Outlook
- Novell GroupWise

## Human resources software

- ADP Enterprise HRMS
- API Navigator
- Human Resource MicroSystems HR Entre
- Sage Software Abra HRMS

## Internet browser software

- Netscape Navigator
- Web browser software

## Office suite software

- Microsoft Office

## Presentation software

- Microsoft PowerPoint

## Spreadsheet software

- Microsoft Excel
- Spreadsheet software

## Time accounting software

- ADP eTIME
- ADP PC/Payroll
- Automated payroll software
- Automated timekeeping software
- BMH Open4 Payroll
- CyberShift Workforce Management 3G Time and Attendance
- EBS On Line InstaPay
- Galaxy Technologies TimeStar Enterprise
- Jantek Jupiter Time Attendance
- Kronos Workforce Payroll

## prepare reports

- process account invoices
- reconcile or balance financial records
- resolve customer or public complaints
- use accounting or bookkeeping software
- use accounting terminology
- use computers to enter, access or retrieve data
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- verify data from invoices to ensure accuracy
- write business correspondence

## Technology - Examples



- Mangrove Software HR20
- Microsoft Great Plains Personal Data Keeper
- NuView EBS
- Oracle PeopleSoft Payroll for North America
- Paychex Preview
- PDS Vista
- RSM McGladrey Clear Pay
- SAP Americas mySAP ERP Human Capital Management HCM
- TimePlus Payroll
- Ultimate Software UltiPro Workforce Management
- Unitime Systems Software
- Virtual Software Virtual Timecard
- WorkForce Software EmpCenter Time and Attendance

## Word processing software

- Microsoft Word
- Word processing software

## Tools - Examples

- 10-key calculators
- Desktop computers
- Computer terminals
- Personal computers

### Labor Market Comparison

Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks	Difference
Median Wage	\$ 30,470	\$ 27,580	\$ ( 2,890)
10th Percentile Wage	\$ 22,470	\$ 20,390	\$ ( 2,080)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,970	\$ 31,490	\$ ( 4,480)
90th Percentile Wage	\$ 40,700	\$ 36,570	\$ ( 4,130)
Mean Wage	\$ 31,260	\$ 27,790	\$ ( 3,470)
Total Employment - 2007	650	1,990	1,340



Employment Base - 2006	672	2,045	1,373
Projected Employment - 2016	649	2,066	1,417
Projected Job Growth - 2006-2016	-3.4 %	1.0 %	4.5 %
Projected Annual Openings - 2006-2016	17	28	11

## National Job Posting Trends

Trend for Payroll and Timekeeping Clerks

Trend for  
Billing,  
Cost, and  
Rate ClerksData from [Indeed](http://Indeed.com)

## Recommended Programs

### Accounting Technician

Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
University of Maine at Machias	9 O'Brien Ave	Machias	<a href="http://www.umm.maine.edu">www.umm.maine.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

### General Office/Clerical and Typing Services



General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

### Maine Statewide Promotion Opportunities for Payroll and Timekeeping Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-3051.00	Payroll and Timekeeping Clerks	100	3	650	\$30,470.00	\$0.00	-3%	17
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$910.00	-8%	22
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$910.00	-8%	22
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$8,650.00	-13%	8
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$8,360.00	6%	76
43-3061.00	Procurement Clerks	88	3	0	\$33,300.00	\$2,830.00	-2%	5
13-2053.00	Insurance Underwriters	87	3	460	\$56,090.00	\$25,620.00	-1%	12
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$2,890.00	5%	29
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	85	4	770	\$43,900.00	\$13,430.00	8%	23
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$14,740.00	-2%	21
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	84	3	450	\$36,790.00	\$6,320.00	5%	13
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$18,910.00	9%	29
41-3031.01	Sales Agents, Securities and Commodities	82	4	0	\$65,230.00	\$34,760.00	5%	33
43-4061.00	Eligibility Interviewers, Government Programs	82	3	610	\$33,440.00	\$2,970.00	0%	11
13-2041.00	Credit Analysts	82	4	230	\$38,740.00	\$8,270.00	-9%	9





### Top Industries for Billing, Cost, and Rate Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	17.01%	92,153	104,488	13.39%
General medical and surgical hospitals, public and private	622100	7.79%	42,214	42,062	-0.36%
Accounting, tax preparation, bookkeeping, and payroll services	541200	5.93%	32,120	34,285	6.74%
Management of companies and enterprises	551100	3.94%	21,323	22,123	3.75%
Local government, excluding education and hospitals	939300	2.88%	15,598	15,770	1.10%
Offices of dentists	621200	1.79%	9,712	10,372	6.80%
Depository credit intermediation	522100	1.73%	9,371	8,599	-8.24%
Employment services	561300	1.57%	8,524	9,710	13.91%
General freight trucking	484100	1.53%	8,265	8,413	1.80%
Automobile dealers	441100	1.53%	8,304	8,478	2.10%
Office administrative services	561100	1.50%	8,120	9,266	14.11%
Legal services	541100	1.32%	7,148	7,066	-1.15%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.27%	6,896	7,235	4.91%
Self-employed workers, primary job	000601	1.26%	6,802	6,522	-4.12%
Home health care services	621600	1.24%	6,701	9,348	39.49%

### Top Industries for Payroll and Timekeeping Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Accounting, tax preparation, bookkeeping, and payroll services	541200	8.45%	18,059	23,560	30.46%
Management of companies and enterprises	551100	5.64%	12,037	12,489	3.75%
Local government, excluding education and hospitals	939300	5.51%	11,780	11,910	1.10%
Employment services	561300	4.85%	10,350	11,790	13.91%
Elementary and secondary schools, public and private	611100	4.67%	9,971	9,457	-5.16%
General medical and surgical hospitals, public and private	622100	2.25%	4,805	4,788	-0.36%
Automobile dealers	441100	2.21%	4,730	4,830	2.10%
Nursing care facilities	623100	2.13%	4,543	4,444	-2.19%
Plumbing, heating, and air-conditioning contractors	238220	1.61%	3,441	3,497	1.63%



Federal government, excluding postal service	919999	1.57%	3,355	2,855	-14.92%
Colleges, universities, and professional schools, public and private	611300	1.48%	3,152	3,173	0.69%
Electrical contractors	238210	1.43%	3,053	2,881	-5.63%
General freight trucking	484100	1.29%	2,750	2,800	1.80%
Other specialty trade contractors	238900	1.27%	2,711	2,697	-0.53%
Nonresidential building construction	236200	1.26%	2,700	2,723	0.84%